



# Problem Resolution Report

CoSD Contract No. 554833  
FirstNet Mobility Services Resource Units  
Peraton/CoSD 093



**Date:** June 17, 2021

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Peraton" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

The County has a need for a Mobility Services offering without the ancillary services included in the existing Mobility Services Resource Units (RUs).

**Resolution:**

1. The following RUs are established:
  - a. ***FirstNet Mobility Services*** with a corresponding monthly RU Fee of \$36.49, for monthly volume up to 999 units, and \$31.49, for monthly volume of 1000 units and more;
  - b. ***FirstNet Mobility Services - Tethered*** with a corresponding monthly RU Fee of \$41.60, for monthly volume up to 999 units, and \$36.60, for monthly volume of 1000 units and more; and
  - c. ***Mobility Services - Hot Spot*** with a corresponding monthly RU Fee of \$25.58.

For the first six months, as a ramp up period, the lower of the FirstNet Mobility and FirstNet Mobility - Tethered RU Fees shall be applied regardless of the monthly volumes. At the end of six months, the RU Fees corresponding to the actual monthly volumes will be applied moving forward. The clock for the six months begins the month after this PRR is signed by both Parties.

2. There is no time commitment for these Mobility Services RUs. Should a department no longer require the services, an IMAR can be submitted to discontinue the services and associated billing. Additionally, the Mobility Services RUs do not cover replacement for loss or damage of the device outside of what is covered under warranty. Each device is covered by the manufacturer's warranty. In the event of any damage occurring to the device after the expiration of the warranty period or outside the warrant coverage, the County department will need to purchase a new device.
4. The Mobility Services and Mobility Services – Tethered RUs are removed from the Agreement.
5. Contractor shall provide the following services for the FirstNet Mobility and FirstNet Mobility - Tethered RUs:



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- a. AT&T Mobility provided unlimited voice, text data service
  - b. AT&T Mobility will provide tethering capability on County request
  - c. FirstNet enabled service for all County users
  - d. Free calling to Mexico and Canada
6. Contractor shall make mobile devices and mobile WiFi routers available for one-time purchase from the Optional Item Catalog (OIC). However, these mobile devices shall only be available in conjunction with the FirstNet Mobility Services and FirstNet Mobility Services – Tethered RUs. Similarly, Mobile WiFi routers shall only be available in conjunction with the Mobility Services - Hot Spot RU. Device specifications and software configurations will be documented in the Standards and Procedures Manual and will be updated as new models are made available.
  7. Contractor shall allow FirstNet Mobility Services and FirstNet Mobility Services – Tethered to be applied to any County mobile device that is serviced by AT&T or has been unlocked by another carrier.
  8. Section 5.18 - Mobility Services of Schedule 4.3 is replaced in its entirety as per Attachment 1 to this Amendment.
  9. Exhibit 16.1-1, 16.1-6 and 16.1-2 are amended by:
    - a. Adding the three new RUs as shown in Attachment 2, 3 and 4 of this PRR
    - b. Removing the Mobility Services RU
    - c. Removing the Mobility Services – Tethered RU
  10. Exhibit 16.1 – Fees is amended with the addition of subsection 11.6 – Mobility Services as follows:

## *11.6 – Mobility Services*

*This section pertains to the Mobility Services Resource Units (RUs) associated with the services described in Schedule 4.3 Section 5.18 - Mobility Services, and listed in Exhibit 16.1-1, Resource Unit Price Summary.*

*11.6.1 Mobile Devices in the Optional Item Catalog (OIC) – AT&T shall make mobile devices and mobile WiFi routers available for one-time purchase from the OIC in conjunction with the Mobility Services RUs.*

*11.6.2 FirstNet Mobility Services RU Fee – This Fee applies to mobile devices purchased from the OIC and to any eligible County mobile device that is enrolled for this service. This RU covers the following services provided by AT&T: Unlimited voice, text, and data service; FirstNet enabled service for all County users; and Free calling to Mexico and Canada.*



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*11.6.3 FirstNet Mobility Services – Tethered – This Fee applies to mobile devices purchased from the OIC and to any eligible County mobile device that is enrolled for this service. This RU covers the following services provided by AT&T: Unlimited voice, text, and data service; FirstNet enabled service for all County users; Tethering Capability; and Free calling to Mexico and Canada.*

*11.6.4 Mobility Services – Hot Spot – This Fee applies to WiFi devices purchased from the OIC and covers the following services provided by AT&T: Unlimited data access for the mobile Wi-Fi router.*

*The Mobility Services RUs are not bundled; therefore, the monthly Fee applied to each RU is based on the individual volumes.*

11. The mobile devices, with their associated OIC pricing, are identified in Attachment 5 to this PRR. Contractor will establish and publish on a regular basis Report 172 – FirstNet Mobility Devices to provide County with current mobile device models and pricing.

12. Section 4.18 – Mobility Services of Schedule 4.3 shall be replaced in its entirety as per Attachment 1 to this PRR.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.



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Peraton

### COUNTY OF SAN DIEGO

By:

*John M. Pellegrino*

Name: John M. Pellegrino

Title: Director, Department of Purchasing  
and Contracting

Effective

Date:

*6/23/2021*

### PERSPECTA ENTERPRISE SOLUTIONS LLC

By:

*Max Pinna*

Name: Max Pinna

Title: Manager, Contracts

Date: June 17, 2021

## **5.18 MOBILITY SERVICES**

### **5.18.1 Overview**

This section pertains to the Mobility Services Framework Component within the Network Services Framework.

Services provided by this Framework Component will include some or all of the following:

- Unlimited voice and data carrier plans
- Standardized mobile devices
- FirstNet mobile network access
- Free calling to Mexico and Canada
- Mobile device tethering
- Mobile WiFi Hotspot

### **5.18.2. High Level Requirements**

5.18.2.1 Contractor shall provide voice, data and text mobile plans.

5.18.2.2 Contractor shall recommend standard mobile devices and hotspot routers for County review and approval using the established EA process.

5.18.2.3 Contractor shall offer for purchase, via the OIC, standard mobile devices and hotspot routers. The specifications of these devices shall be listed in the Standards and Procedures Manual.

5.18.2.4 Contractor shall provide the County with access to the FirstNet nationwide, high-speed, broadband network dedicated to public safety.

### **5.18.3. High Level Requirements**

The following further describe, and scope Mobility Services elements supported by Contractor and with which Contractor shall comply.

#### **5.18.3.1 Hardware and Software**



Contractor shall provide all, voice and data plans, mobile devices, and mobile hotspots.

#### 5.18.3.2 Technology Upgrade and Refresh

Mobile devices supported within Mobility Services are eligible for replacement or upgrade through purchases from the OIC (leveraging subsidized offers) at the end of its two-year support cycle.

#### 5.18.4. Roles and Responsibilities

<b>Mobility Services Roles and Responsibilities</b>		
<b>Plan Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Provide mobile device recommendations and specifications.	X	
2. Review and approve mobile device recommendations and specifications.		X
3. Provide mobile plan features and capabilities.	X	
4. Develop IMAR and Break Fix Helpdesk scripts for Mobility Services.	X	
5. Develop OIC plans for approved mobile device.	X	
6. Provide OIC information for mobile device and RU ordering.	X	
7. Review and approve plans for mobile carrier plans and mobile device processes.		X
<b>Build Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
8. Build Help Desk Scripts for both mobile devices and carrier plans.	X	
9. Implement Help Desk scripts for mobile carrier and device issues	X	

PRR 093 – Mobility Services - Attachment 1  
Schedule 4.3 – Operational Services

Mobility Services Roles and Responsibilities		
10. Deploy OIC offerings for mobile devices and carrier plan.	X	
Operate Roles and Responsibilities	Contractor	County
11. Provision mobile carrier plans as ordered by the County.	X	
12. Ship mobile devices to County end users as ordered thru the OIC.	X	
13. Provide IMAR and Break Fix Helpdesk services for Mobility Services.	X	

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
FirstNet Mobility Services	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12,000	\$31.49 ≥ 1000 per month	\$ 377,880.00	\$36.49 ≤ 999 per month	n/a	n/a	n/a	n/a	n/a	n/a
FirstNet Mobility Services - Tethered	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12,000	\$36.6 ≥ 1000 per month	\$ 439,200.00	\$41.6 ≤ 999 per month	n/a	n/a	n/a	n/a	n/a	n/a
Mobility Services Hot Spot	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12	\$ 25.58	\$ 306.96	n/a	n/a	n/a	n/a	n/a	n/a	n/a



PRR 093 - FirstNet Mobility Services - Attachment 3  
Exhibit 16.1-6 - Resource Unit Price Summary Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
FirstNet Mobility Services	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12,000	RU Fee (90-110% band) \$38.43	\$ 396,720.00	\$38.31 ≤ 999 per month	n/a	n/a	n/a	n/a	n/a	n/a
FirstNet Mobility Services - Tethered	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12,000	\$38.43 ≥ 1000 per month	\$ 461,160.00	\$43.68 ≤ 999 per month	n/a	n/a	n/a	n/a	n/a	n/a
Mobility Services Hot Spot	Schedule 4.3 - Section 5.18	Device	Fixed Monthly Fee Per Unit		Specific	12	\$ 26.85	\$ 322.20	n/a	n/a	n/a	n/a	n/a	n/a	n/a

PRR 093 - FirstNet Mobility Services - Attachment 4  
Exhibit 16.1-2 - Resource Unit Price Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
FirstNet Mobility Services	Schedule 4.3 - Section 5.18	Device	Fixed monthly fee per unit		\$ 31.49		
				Support Services		\$ 2.06	Includes billing and admin support
				NASPO based carrier plan		\$ 29.43	Represents the carrier costs with Taxes and Surcharges included
FirstNet Mobility Services - Tethered	Schedule 4.3 - Section 5.18	Device	Fixed monthly fee per unit		\$ 36.60		
				Support Services		\$ 2.06	Includes billing and admin support
				NASPO based carrier plan		\$ 34.54	Represents the carrier costs with Taxes and Surcharges included
Mobility Services Hot Spot	Schedule 4.3 - Section 5.18	Device	Fixed monthly fee per unit		\$ 25.58		
				Support Services		\$ 2.06	Includes billing and admin support
				NASPO based carrier plan		\$ 23.52	Represents the carrier costs with Taxes and Surcharges included

PRR 093 - FirstNet Mobility Services - Attachment 5

SKU	Mfr.	Model	Tech.	FirstNet Eligible	Extended Price with FirstNet Mobility Services RU
Android					
6833B	Samsung	Galaxy S10e 128GB Prism Black	VoLTE	Y	\$46.50
6691C	Samsung	Galaxy S20 FE 5G 128GB Cloud Navy	5G	Y	\$254.24
6256C	Samsung	Galaxy S20 5G 128GB Cosmic Black	5G	Y	\$477.50
6261C	Samsung	Galaxy S20+ 5G 128GB Cosmic Black	5G	Y	\$492.99
6535C	Samsung	Galaxy Note20 5G 128GB Mystic Gray	5G	Y	\$477.49
iOS					
6477C	Apple	iPhone SE 64GB Black (2020)	VoLTE	Y	\$40.00
6153C	Apple	iPhone 11 64GB Black	VoLTE	Y	\$46.50
6142C	Apple	iPhone 11 Pro Max 64GB Space Gray	VoLTE	Y	\$626.49
6858C	Apple	iPhone 12 64GB Black	5G	Y	\$410.99
6900C	Apple	iPhone 12 Pro MAX 128GB Graphite	5G	Y	\$734.20